

CARD ACCESS SYSTEM FAQ'S

“Card In”/Card Out”

What is the difference between “Card In” and “Card Out”?

A “Card In” reader is located outside and is used to enter **into** a building. A “Card Out” reader is located inside and is used when **exiting** a building.

If I “Card In” at one door can I “Card Out” at a different door?

Yes, any “Card Out” will remove your name from the Muster List.

“Muster List”

What is the “Muster List”?

The Card Access System is configured to generate a list of people that have “Carded In” to enter the building. Your name will stay on the Muster List until you “Card Out” when leaving the building. In case of an after hours emergency, the Muster List would be used to contact building occupants. If you are not in the building but your name is on the Muster List, security personnel may put themselves in harms way by trying to locate you.

If I “Carded In” more than once do I have to “Card Out” the same number of times?

No, one “Card Out” read is all that is needed.

I am sure I “Carded Out” but I was notified that my name was on the “Muster List”, what went wrong?

When leaving the building, **present** the card or keytag in the center of the Card Reader. **Do not swipe or move the Card or Keytag past the reader.** A Card Read can be initiated by getting close to a Card Reader. In some cases objects in a wallet, purse, or brief case can interfere with or reduce the read range.

If the Card Reader LED does not flash green and beep your card or keytag may have to be replaced. Please contact the North Dakota Highway Patrol.

Door alarms

What causes the door alarm to sound?

A Door Position Switch monitors all exterior doors that are controlled by the Card Access System. When there is a valid Card Read the door is unlocked and the door position is temporally ignored allowing you time to pass through the doorway. Once the door is closed, the alarm is re-armed and the door position is again monitored as the Card Read is now past history. The door alarm will sound if the door is moved **without a valid Card Read**. It is therefore necessary to present your card to the “Card Out” Reader, **pause**, then exit the building.

Door position monitoring is necessary because the Card Access System cannot differentiate between an exit without a Card Read and someone trying to forcibly gain entry from the outside.

If I inadvertently opened a door without first “Carding Out” and the alarm sounded what should I do?

After Carding Out, press the "Call" button on the intercom box located just outside the exterior door as this will connect you to the Capitol Security Command Center which is manned 24/7 and explain what took place. Security personnel are to enter "Operator Notes" in the Card Access System software to comment on what happen like a “Door Forced Open” alarm. This will insure that everyone involved in trying to differentiate as to what happened, has this access to this information.

Why did the door alarm sound while I was moving a cart full of boxes out to my car last night?

If an exterior door is held open too long or if a door doesn't fully close, the door alarm will sound indicating a Door Ajar/Propped.

Card or Keytag

If I am leaving the agency I work for, what should I do with my Card or Keytag?

Please return your Card or Keytag to your agency Card Access System Coordinator. If you are moving to a different state agency please contact the North Dakota Highway Patrol.

How do I know my if Card or Keytag works?

Card Readers have a red LED (light emitting diode) that will flash green and a single beep sounds when a card is presented for a read. A read does not mean the door will unlock. You may have an Access Level that does not include access permissions for all doors or you may not have access during a particular day of the week or time of the day.

If the Card Reader LED does not flash green and a single beep sound, your card or keytag may have to be replaced. Please contact the North Dakota Highway Patrol.

Can a Card or Keytag be used without removing it from my wallet or purse?

Yes, the Cards, Keytags, and Card Readers all use proximity technology. A Card Read can be initiated by getting close to a Card Reader. In some cases objects in a wallet, purse, or brief case can interfere with or reduce the read range.

Card Reader

How do I know where to present my Card or Keytag to unlock a door?

The Card Readers are located close to the door that they control. They are charcoal gray in color with a red LED (light emitting diode) that will flash green and a single beep sounds when a card is presented for a read. There are three different sizes used - 12 inches square, 5 inches square, and 1.7 by 6 inches. To gain access to a door, **present** the card or keytag in the center of the Card Reader. **Do not swipe or move the Card or Keytag past the reader.**

How close do I have to get in order for my Card or Keytag to be read by the Card Reader?

The read range is dependent on the size of the Card Reader and type of card used:

<u>Card Reader</u>	<u>Card</u>	<u>Keytag</u>
MaxiProx (12 inch square)	up to 29 inches	up to 17 inches
ProxPro (5 inches square)	up to 8 inches	up to 3 inches
MiniProx (1.7 by 6 inches)	up to 5.5 inches	up to 2 inches

For an eight-minute video on safe mail handling with the last 2 minutes pertaining to Card Access.

<http://www.health.state.nd.us/healthalert/video/CapitolSecurity.aspx>